How to reset your DA password.

Fig 1 - Click the "Forgot your password?" link. It's between the Password entry box and the Sign In button.

Fig 2 - Enter your User ID and click the Continue button.

Fig 3 - Enter the last four (04) digits of your Social Security Number and click the Email New Password button

Note the email address in the Email ID field. Your new temporary password will be sent to this address.
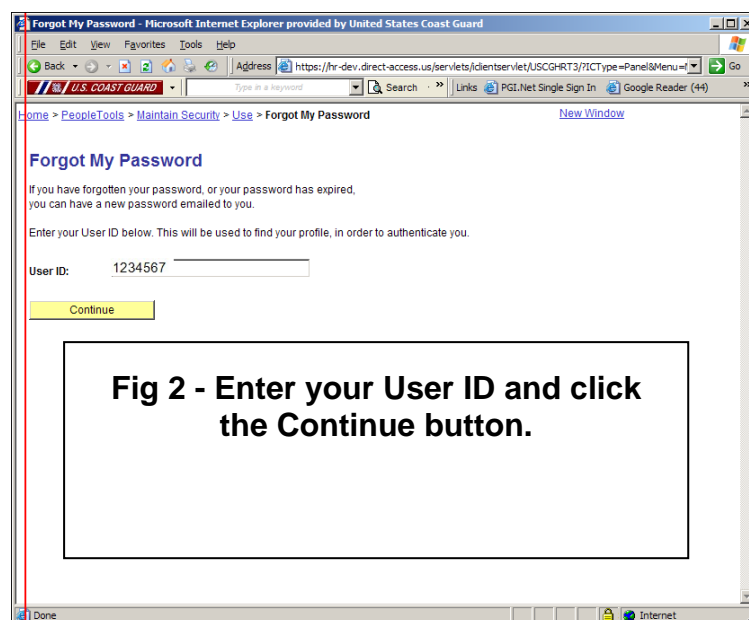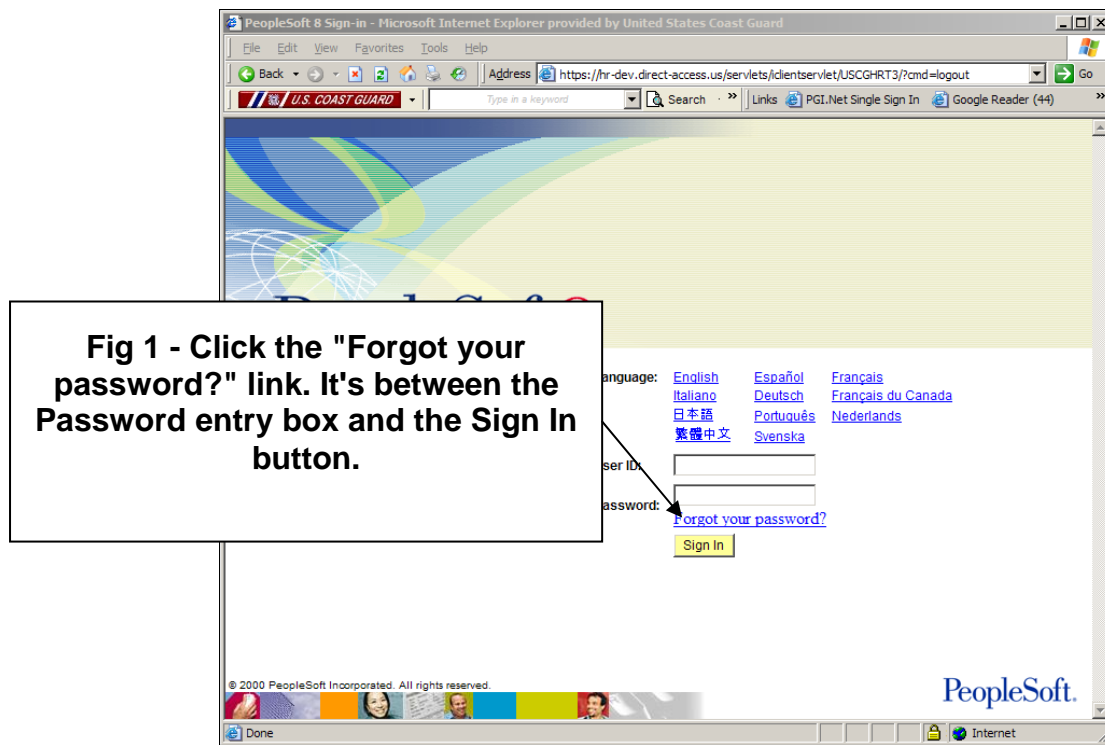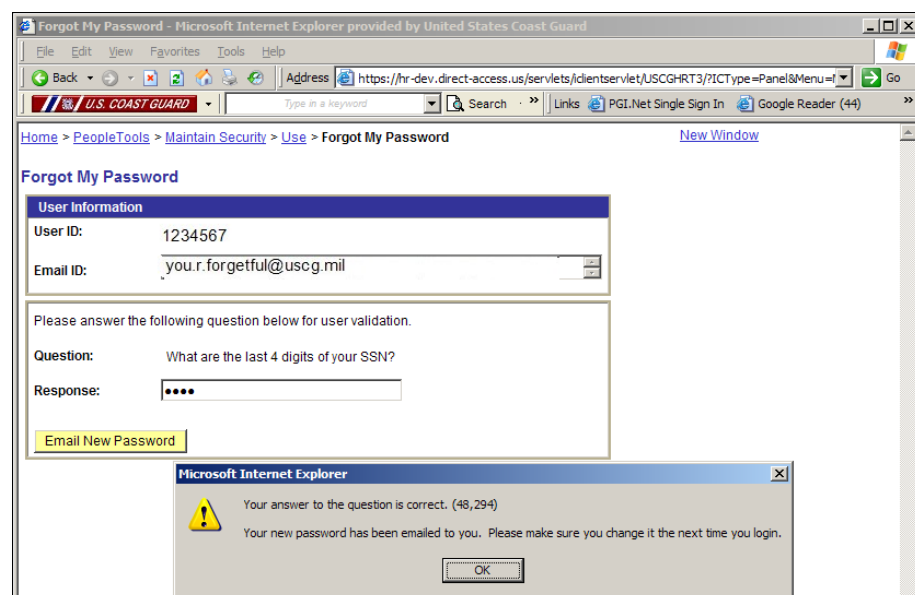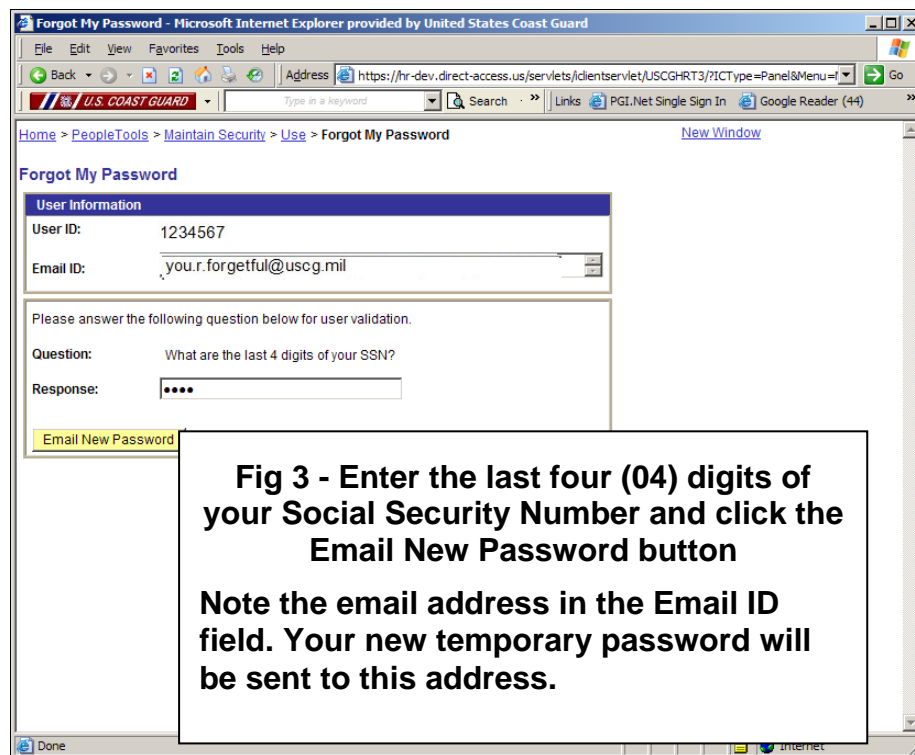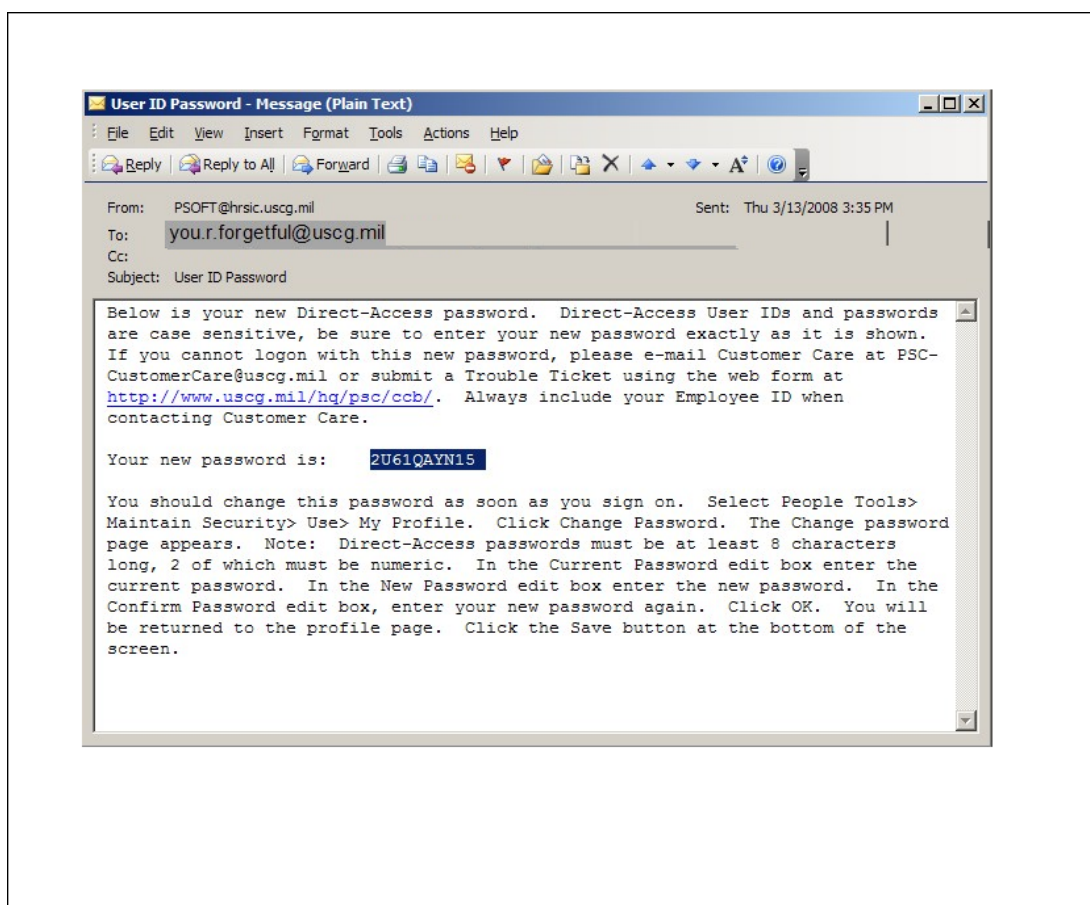

Fig 4 - If you entered the correct number, this message will appear. Click OK to dismiss it and close Internet Explorer. The email with your new password will be sent. Check your email. If the message isn't in your inbox, try checking your junk mail folder.

Fig 5 - Follow the instructions in the email to log into Direct Access and change your temporary password to something you'll be able to remember.

Tip: Copy your temporary password (click and drag the mouse over it then, right-click and select "copy") and paste it (right-click in the password entry field of the logon page and select "paste") when you return to Direct Access to logon.